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Proposed programme budget for the biennium 2012-2013*

Part VI
Human rights and humanitarian affairs

Section 26
Palestine refugees

(Programme 21 of the biennial programme plan and priorities for the period 2012-2013)**

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* A summary of the approved programme budget will subsequently be issued as *Official Records of the General Assembly, Sixty-sixth Session, Supplement No. 6* (A/66/6/Add.1).

** *Official Records of the General Assembly, Sixty-fifth Session, Supplement No. 6* (A/65/6/Rev.1).

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Table 26.1 **Estimate of expenditure**

Proposal submitted by the Secretary-General	$48,712,400[a]
Revised appropriation for 2010-2011	$43,712,400

[a] At 2010-2011 rates.

Table 26.2 **Proposed staffing resources**

Posts	*Number*	*Level*
Regular budget		
Proposed for the biennium 2012-2013	146	1 USG, 1 ASG, 8 D-2, 10 D-1, 27 P-5, 57 P-4, 29 P-3, 2 P-2/1, 11 GS (OL)
New	13	1 D-1, 3 P-5, 4 P-4, 5 P-3
Reclassification	5	4 D-1 to D-2 and 1 P-4 to P-5
Approved for the biennium 2010-2011	133	1 USG, 1 ASG, 4 D-2, 13 D-1, 23 P-5, 54 P-4, 24 P-3, 2 P-2/1, 11 GS (OL)

Abbreviations: USG, Under-Secretary-General; ASG, Assistant Secretary-General; GS, General Service; OL, Other level.

Overview

26.1 The United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) was established within the United Nations system as a subsidiary organ of the General Assembly by the Assembly in its resolution 302 (IV). As the General Assembly expressed in its resolution 65/100, the Agency has played an essential role for over 60 years since its establishment in providing vital services for the well-being, human development and protection of the Palestine refugees and the amelioration of their plight. Since starting operations in 1950, UNRWA has adapted and enhanced its programmes to meet the increasingly complex needs of refugees and to provide them with a measure of protection and stability amid chronic conflict in the region, within available resources. It stands ready to continue to do so during the biennium 2012-2013 in accordance with the triennial mandate it receives from the Assembly.

26.2 UNRWA reports directly to the General Assembly. Overall advice and assistance to the Commissioner-General regarding UNRWA programmes and activities are provided by the 23-member Advisory Commission, which includes representatives of the Agency's major donors and host Governments. In its resolution 3331 B (XXIX), the Assembly decided that, with effect from 1 January 1975, the expenses for salaries of international staff in the service of UNRWA, which would otherwise have been charged to voluntary contributions, should be financed by the regular budget of the United Nations for the duration of the Agency's mandate.

26.3 The mission of UNRWA is to help Palestine refugees to achieve their full potential in human development under the difficult circumstances in which they live, consistent with internationally agreed goals and standards.

26.4 During the biennium 2012-2013, UNRWA seeks to further strengthen its management and service delivery, focusing on prioritizing service quality, access to and coverage of refugees most in need. As part of its planning approach, the Agency has identified three human development goals: a long

and healthy life; acquired knowledge and skills; and a decent standard of living. Progress towards these goals is the focus of the Agency's medium-term strategy 2010-2015 and will drive its operations during the biennium 2012-2013. The UNRWA biennial plan for the period 2012-2013 is presented within the framework of these goals and is consistent with the Agency's medium-term strategy.

26.5 Under the three goals, UNRWA aims to achieve its objectives by maintaining and improving the provision of education and health services, relief and social support, and microfinance services for the benefit of registered Palestine refugees in Jordan, Lebanon, the Syrian Arab Republic, the West Bank and the Gaza Strip, a population that is projected to reach 5 million by 2012.

26.6 Since 2000, the Agency has provided emergency assistance to refugees in acute distress within its areas of operations as a result of armed conflict, including military operations, humanitarian access restrictions and prolonged economic hardship in the occupied Palestinian territory and Lebanon. This emergency assistance programme reaches more than 1.4 million refugees annually. UNRWA will continue to provide such humanitarian assistance, as far as practicable, on an emergency basis and as a temporary measure, to other persons in the area who are currently displaced and in serious need of continued assistance, as mandated by the General Assembly in its resolution 2252 (ES-V) and most recently in its resolutions 65/99 and 65/100.

26.7 UNRWA will also continue its efforts to mainstream gender and meet the needs of refugee children and vulnerable groups, and to develop further the Agency's protection, programming and operational responses, in accordance with the UNRWA mandate and relevant international human rights instruments such as the Convention on the Elimination of All Forms of Discrimination against Women, the Convention on the Rights of the Child and the Convention on the Rights of Persons with Disabilities.

26.8 UNRWA is almost entirely dependent on voluntary funding to implement its programmes. It has contended not only with chronic funding shortfalls, but also with acute funding uncertainties induced by economic and political volatility. The Agency will continue to seek the additional resources it needs to improve the quality of services it provides to the refugees, while maintaining cost-conscious management and the operational flexibility required to respond to unforeseen disruptions to lives and livelihoods in Palestine refugee communities.

26.9 UNRWA is committed to efficient, accountable management as an essential means of improving services to refugees, and sustaining the confidence of all stakeholders, including the Member States of the General Assembly. Under the rubric of ongoing reforms, UNRWA is strengthening the framework of policies and practices which ensure that all levels of management remain accountable. An aspect of the process is the reinforcement of all components of the internal oversight function and the adoption of a risk-based approach. Risk registers have been compiled to help identify risks, their causes and consequences; to prioritize risks according to likelihood and impact; and to focus on the parameters of risk tolerance. The Agency has also reformed its administration of justice system, and is promoting the United Nations ethics agenda through dedicated capacity. Moreover, UNRWA is making significant progress towards the establishment of a results-based management system, which will improve the Agency's programmatic and financial performance information and transparency, and support the implementation of strategic and operational plans at the field and headquarters levels. The system is an essential step in equipping managers and staff with the necessary management information and tools, and will strengthen the Agency's reporting to the United Nations Secretariat. Internal and external accountability will be further promoted through improved financial and human resources performance reports which are generated with greater frequency, so as to provide operational units and managers with more detailed information for efficient results-based resource management. As capacity-building is crucial, training has been provided to key programme support and finance staff. The staff concerned will serve as focal points and resource persons for the results-based monitoring and financial system.

26.10 The core inter-agency partnerships of UNRWA date to its founding in 1949, when the United Nations Educational, Scientific and Cultural Organization and the World Health Organization (WHO) helped to establish norms for the UNRWA education and health programmes. Both organizations continue to furnish strategic assistance to UNRWA. UNRWA is also collaborating with the United Nations Children's Fund in establishing the multiple indicators clusters survey, and has worked closely with the International Labour Organization on issues related to the employment of Palestine refugees in the UNRWA areas of operation. The Agency continues to interact regularly with the United Nations country teams and their member organizations to improve synergies, in particular in the area of service delivery, in keeping with the respective organizational mandates.

26.11 The overall regular budget resources required for the biennium 2012-2013 under this section amount to $48,712,400, before recosting, which reflects a net increase of $5 million (or 11.4 per cent). This budget request is consistent with the report of the Secretary-General on the strengthening of the management capacity of UNRWA dated 1 February 2011 (A/65/705), of which the General Assembly took note with appreciation in its resolution 65/272, and in which the Assembly requested the Secretary-General to continue to support the institutional strengthening of the Agency through the provision of financial resources from the regular budget of the United Nations; and stressed that approval of funding for the biennium 2012-2013 and for future bienniums, taking into consideration the recommendations in the report of the Secretary-General, is subject to justification in the context of the proposed programme budget for the relevant bienniums and consideration thereof by the General Assembly. Accordingly, the resource growth in table 26.1 is due to the delayed impact of 14 new international posts approved by the General Assembly for the biennium 2010-2011 ($2,283,200) and resources for the proposed 13 new posts and reclassification of 5 posts for the biennium 2012-2013 ($2,716,800).

26.12 During the biennium 2012-2013, the Agency projects that $1.85 billion of extrabudgetary resources will be required, in large part as a result of its strategic plan, which will enable it to provide assistance to Palestine refugees, and the evolving operational environment in the Occupied Palestinian Territory.

26.13 The regular budget share of the total UNRWA biennial budget amounts approximately to 2.7 per cent.

26.14 Pursuant to General Assembly resolution 58/269, resources identified for the conduct of monitoring and evaluation activities would amount to $3,651,800, of which $1,748,800 will be funded from the regular budget and $1,903,000 from extrabudgetary resources.

Table 26.3 **Resource requirements by component**

(Thousands of United States dollars)

(1) *Regular budget*

Component	*2008-2009 expenditure*	*2010-2011 appropriation*	*Resource growth*		*Total before recosting*	*Recosting*	*2012-2013 estimate*
			Amount	*Percentage*			
Palestine refugees	39 354.7	43 712.4	5 000.0	11.4	48 712.4	1 633.7	50 346.1
Total	**39 354.7**	**43 712.4**	**5 000.0**	**11.4**	**48 712.4**	**1 633.7**	**50 346.1**

(2) *Extrabudgetary*

	2008-2009 expenditure	*2010-2011 estimate*	*2012-2013 estimate*
Programme of work	**1 538 500.0**	**1 768 600.0**	**1 857 300.0**
Total (1) and (2)	**1 577 854.7**	**1 812 312.4**	**1 907 646.1**

Table 26.4 **Post requirements**

Category	Established regular budget posts[a]		Temporary posts				Total	
			Regular budget		Extrabudgetary			
	2010-2011	2012-2013	2010-2011	2012-2013	2010-2011	2012-2013	2010-2011	2012-2013
Professional and above								
USG	1	1	—	—	—	—	1	1
ASG	1	1	—	—	—	—	1	1
D-2	4	8	—	—	2	2	6	10
D-1	13	10	—	—	3	2	16	12
P-5	23	27	—	—	5	7	28	34
P-4/3	78	86	—	—	47	54	125	140
P-2/1	2	2	—	—	11	3	13	5
Subtotal	**122**	**135**	**—**	**—**	**68**	**68**	**190**	**203**
General Service								
Other level	11	11	—	—	1	7	12	18
Subtotal	**11**	**11**	**—**	**—**	**1**	**7**	**12**	**18**
Total	**133**	**146**	**—**	**—**	**69**	**75**	**202**	**221**

[a] UNRWA local staff numbering approximately 31,800 are not included in the present table.

Programme of work

26.15 The programme of work will be implemented in accordance with the strategy detailed under programme 21 of the strategic framework for the period 2012-2013.

Subprogramme 1
A long and healthy life

Table 26.5 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To protect, preserve and promote the health status of Palestine refugees

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Universal access to quality, comprehensive primary health care	(a) Decrease in the antibiotic prescription rate
	Performance measures
	2008-2009: 31.5 per cent
	Estimate 2010-2011: 25 per cent
	Target 2012-2013: 25 per cent

	(b) Sustained protection and promotion of family health	(b) Infant mortality rate (per 1,000 live births) maintained *Performance measures* 2008-2009: 22 per 1,000 Estimate 2010-2011: 22 per 1,000 Target 2012-2013: 22 per 1,000
	(c) Ensured prevention and control of diseases	(c) (i) Immunization coverage rate against vaccine-preventable diseases maintained *Performance measures* 2008-2009: 99 per 100 Estimate 2010-2011: 99 per 100 Target 2012-2013: 99 per 100 (ii) Percentage of shelters connected to the public water network maintained *Performance measures* 2008-2009 (estimate): 99.8 per cent Estimate 2010-2011: 100 per cent Target 2012-2013: 100 per cent (iii) Increase in percentage of shelters connected to the public sewerage network *Performance measures* 2008-2009: 85 per cent Estimate 2010-2011: 92 per cent Target 2012-2013: 94 per cent

External factors

26.16 Significant external factors that may affect the achievement of the expected accomplishments are:

(a) Sudden increases in the cost of services and supplies promulgated by the host authorities, resulting in unplanned expenditures, especially in reimbursement of hospitalization services;

(b) Funding shortfalls that limit the Agency's ability to cope with the increased burden of chronic diseases, provision of services to people with special health needs and improvement of the camp water and sanitation infrastructure;

(c) Crisis situations resulting in a deterioration in the health and nutritional status of the population, and conditions of security and access in the West Bank and Gaza that hinder implementation of the programme;

(d) Availability of access to water resources, which depends on the host authorities' plans.

Outputs

26.17 During the biennium 2012-2013, the following outputs will be delivered:

(a) Provision of 10.1 million outpatient medical consultations to refugees, of which 303,000 will be consultations with specialists, at the 138 Agency clinics for the treatment of acute and chronic diseases;

(b) Provision of antenatal, post-natal and family planning services, including screening for anaemia and provision of iron and vitamin supplements to 250,000 clients;

(c) Provision of infant and child health care and school health services for more than 230,000 children, including immunization for all registered children below 2 years of age with primary and booster vaccines;

(d) Screening for hypertension and diabetes mellitus for persons over 40 years of age at UNRWA health centres and provision of services to 188,000 patients suffering from non-communicable diseases;

(e) Training and recruiting of staff to ensure that health professionals, including health managers, have the right skills and capabilities, in particular in the area of new management practices, gender mainstreaming and protection issues;

(f) Further development of the health information management system and computerization at the primary health-care facility level with links to field offices and headquarters;

(g) Enhancement of health operational research through the conduct of periodic surveys to monitor health conditions and answer health questions related to the most vulnerable groups and to specific emerging situations;

(h) Rehabilitation or replacement of most defective parts of the water supply, sewerage and drainage systems and construction of new networks in priority areas, based on a situation analysis of adequacy of the systems in place;

(i) In coordination with host Governments, the development of new sources of drinking water to meet needs of refugees as per the WHO guidelines and local standards.

Subprogramme 2
Acquired knowledge and skills

Table 26.6 **Objectives for the biennium, expected accomplishments and indicators of achievement**

Objective of the Organization: To meet the basic educational needs of Palestine refugees, in particular children and youth, and to improve their educational opportunities

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Universal access and coverage of basic education	(a) (i) Reduction in the dropout rate for pupils in the elementary education cycle *Performance measures* 2008-2009: 0.38 per cent Estimate 2010-2011: 0.36 per cent Target 2012-2013: 0.35 per cent

	(ii) Reduction in the dropout rate for pupils in the preparatory education cycle *Performance measures* 2008-2009: 2.62 per cent Estimate 2010-2011: 2.50 per cent Target 2012-2013: 2.48 per cent
(b) Educational quality and outcomes against set standards are enhanced	(b) Increase in the percentage change of the mean score obtained by students in Monitoring Learning Achievement *Performance measures* 2008-2009: Not available Estimate 2010-2011: Not available Target 2012-2013: 2.5 per cent

External factors

26.18 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that:

(a) Political, social and economic conditions in the host countries do not worsen;

(b) Appropriate levels of funding are received;

(c) Alignment between host countries, development partners and the Agency is maintained in the area of education;

(d) Crisis situations do not further worsen, negatively affecting educational attainment levels due to disruptions in school attendance and student trauma.

Outputs

26.19 During the biennium 2012-2013, the following outputs will be delivered:

(a) Provision of general education to approximately 500,000 eligible refugee children in approximately 700 UNRWA elementary and preparatory schools (and secondary education in Lebanon);

(b) Undertaking of qualitative and quantitative research to identify and address the key factors impacting quality education;

(c) Development and implementation of teacher policies and professional development strategies for approximately 18,000 teachers and targeted training courses to improve the quality of teaching and learning;

(d) Establishment of a policy framework and diagnostic tools to identify and support children with special needs and those at risk of dropping out;

(e) Implementation of monitoring learning achievement tests for grades four and eight in one third of schools;

(f) Maintenance of schools and construction or renovation of educational facilities.

Subprogramme 3
A decent standard of living

Table 26.7 **Objectives for the biennium, expected accomplishments and indicators of achievement**

Objective of the Organization: To improve the standard of living and advance the rights of Palestine refugees through services provided to the poor and vulnerable

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Reduced poverty among the poorest Palestine refugees	(a) Increased percentage of abject poor among beneficiaries of the UNRWA social safety net *Performance measures* 2008-2009 (estimate): 47 per cent Estimate 2010-2011: 53 per cent Target 2012-2013: 56 per cent
(b) Inclusive financial services and access to credit and savings facilities are increased	(b) (i) Increase in the value of loans disbursed *Performance measures* Total: 2008-2009: $67,616,373 Estimate 2010-2011: $120 million Target 2012-2013: $170 million Women: 2008-2009: $9,307,800 Estimate 2010-2011: $15 million Target 2012-2013: $20 million (ii) Increase in the number of loans disbursed *Performance measures* Total: 2008-2009: 51,870 loans Estimate 2010-2011: 110,000 loans Target 2012-2013: 150,000 loans

	Women: 2008-2009: 11,735 loans Estimate 2010-2011: 20,000 loans Target 2012-2013: 30,000 loans
(c) Enhanced skills and improved access to employment for Palestine refugees	(c) Increase in the female and male employment rates for graduates within 12 months of graduation *Performance measures* Female: 2008-2009: 72 per cent Estimate 2010-2011: 76 per cent Target 2012-2013: 77 per cent Male: 2008-2009: 75 per cent Estimate 2010-2011: 78 per cent Target 2012-2013: 85 per cent
(d) Sustained camp development and upgraded substandard infrastructure and accommodation	(d) Increase in the number of refugee families living in substandard shelters which have improved living conditions (excluding emergency shelters in Gaza) *Performance measures* 2008-2009 (estimate): 4,614 Estimate 2010-2011: 4,340 Target 2012-2013: 4,500
(e) Rights of Palestine refugees are safeguarded and advanced	(e) (i) Increase in the percentage of UNRWA interventions on rights issues that prompted positive responses from the authorities *Performance measures* 2008-2009: not available Estimate 2010-2011: 33 per cent Target 2012-2013: 40 per cent

	(ii) Increase in the degree of compliance with UNRWA protection standards *Performance measures* 2008-2009: not available Estimate 2010-2011: 50 per cent Target 2012-2013: 70 per cent
(f) Strengthened capacity of refugees to formulate and implement sustainable social services in their communities	(f) Percentage of community-based organizations that improve their level of performance *Performance measures* 2008-2009: not available Estimate 2010-2011: 65 per cent Target 2012-2013: 69 per cent
(g) Palestine refugee registration and eligibility for UNRWA services are in accordance with relevant international standards	(g) Increase in the percentage of new inscriptions meeting UNRWA standards *Performance measures* 2008-2009: 99 per cent Estimate 2010-2011: 99 per cent Target 2012-2013: 99 per cent

External factors

26.20 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that:

(a) Economic conditions and poverty levels, including long-term poverty, compounded by the effects of emergencies, which impact the most vulnerable, do not further deteriorate;

(b) Donor funding is consistent with increased population needs;

(c) The political and security situation does not change to the degree to which it may affect the openness of channels of communication with relevant authorities;

(d) There are no human rights violations and violations of international humanitarian law do not increase;

(e) Host countries facilitate the Agency's access to their available information systems, enabling the subprogramme to better identify poverty, unemployment and labour market trends and improve its intervention to better respond to the needs of the poorest refugees;

(f) The global economic crisis does not further affect the regional economy and labour market absorption rates and host countries' policies do not further restrict employment opportunities for Palestine refugees.

Outputs

26.21 During the biennium 2012-2013, the following outputs will be delivered:

(a) Provision of a social safety net to the poorest refugees, including direct support to approximately 250,000 refugees each year;

(b) Provision of short-term emergency assistance to vulnerable refugees affected by small-scale family emergencies and national crises focusing on greater harmonization between emergency and social safety net assistance;

(c) Provision of 110,000 business loans, 5,000 housing and 35,000 consumer loans to 75,000 refugees, of which 20 per cent are women and 17 per cent are youth;

(d) Expansion of the network of microfinance branch offices to 27 to cover major cities and towns where there are large refugee populations;

(e) Diversification of the Agency's loan products in all locations and continuation of internal reforms designed to consolidate the microfinance programme's financial self-sufficiency and long-term transformation;

(f) Provision of training in technical and vocational skills to 6,500 students per year, of whom 34 per cent are women;

(g) Provision of counselling and appropriate career guidance to 3,000 technical and vocational training graduates and 10,000 school students;

(h) Adaptation of vocational training courses to be more responsive to labour market demands;

(i) Establishment of a clear baseline of the number of shelters that need rehabilitation in all camps;

(j) Rehabilitation of 4,500 substandard shelters, pending resource availability;

(k) Increased respect of protection principles throughout the Agency's programming and service delivery, including through training and awareness-raising delivered to staff at all levels;

(l) Increased respect and protection of the rights of Palestine refugees by the relevant authorities, including through the development of an enhanced network of interlocutors to whom UNRWA systematically submits interventions;

(m) Strengthened human rights education programme and the promotion of violence-free schools;

(n) Capacity-building of more than 100 community-based organizations on management, finance and quality service provision;

(o) Improvement of registration services through a web-based database that provides real-time data, and protects and preserves Palestine refugee records.

Table 26.8 **Resource requirements**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2010-2011*	*2012-2013 (before recosting)*	*2010-2011*	*2012-2013*
Regular budget				
Post	43 697.5	48 692.5	133	146
Non-post	14.9	19.9	—	—
Subtotal	**43 712.4**	**48 712.4**	**133**	**146**

Category	Resources (thousands of United States dollars) 2010-2011	2012-2013 (before recosting)	Posts 2010-2011	2012-2013
Extrabudgetary[a]	1 768 600.0	1 857 300.0	69	75
Total	**1 812 312.4**	**1 906 012.4**	**202**	**221**

[a] UNRWA local staffing numbering approximately 31,800 are funded from extrabudgetary resources.

26.22 The amount of $48,712,400 provides for 146 international posts and general temporary assistance. The increase of $5 million is the result of increased requirements arising from (a) the delayed impact of 14 new Professional posts (1 D-2, 1 D-1, 3 P-5, 7 P-4, 2 P-3) approved by the General Assembly for the biennium 2010-2011 ($2,283,200); (b) the cost of 13 new posts (1 D-1, 3 P-5, 4 P-4, 5 P-3) proposed for the biennium 2012-2013 ($2,475,200); (c) reclassification of 5 posts ($236,600); and (d) increase of $5,000 in non-post resources.

26.23 The 13 new posts proposed are as follows:

Dispute Tribunal (Amman):

(a) Judge (D-1) for the UNRWA Dispute Tribunal would hear and pass judgement on applications submitted to the Dispute Tribunal with regard to (i) administrative decisions alleged to be in non-compliance with the terms of appointment or the contract of employment; or (ii) administrative decisions imposing a disciplinary measure. The decisions of the Judge of the Dispute Tribunal affect the rights of staff members at all levels, the obligations of UNRWA towards staff and contribute to the overall effort to strengthen accountability and ensure responsible decision-making. Errors in decisions of the Dispute Tribunal may be appealed by UNRWA or staff members to the United Nations Appeals Tribunal in accordance with its Statute;

(b) Registrar (P-4) for the UNRWA Dispute Tribunal would provide substantive, technical and administrative support to the Judge of the Dispute Tribunal in the adjudication of cases, including managing and administering the personnel, financial, and other resources allocated to the Registry and advising the Judge on matters related to the Registry's operational activities, including case management. The Registrar will be responsible for developing and maintaining an electronic case management system, signing and disseminating all judgements, orders and advisory opinions, and maintaining custody of the seals, stamps and archives of the UNRWA Dispute Tribunal;

Headquarters:

(a) Chief of the Evaluation Division (P-5) will conduct and manage evaluations that are impartial, independent, credible and meet professional standards; carry out complex evaluations and lead evaluation teams and ensure that evaluations meet high professional standards and the application of up-to-date evaluation techniques. The incumbent will ensure that evaluations are useful and monitor implementation of evaluation findings and recommendations; prepare reports to management and other stakeholders on findings; ensure that management responds to the recommendations and monitors the follow-up; promote the evaluation function in UNRWA; effectively deploy human and financial resources of the Evaluation Division, including the development of the Division's workplan; supervise and guide evaluation staff and consultants and cooperate with other United Nations evaluation units and professionals;

(b) Chief of Partnerships Division (P-5), to be based in Jerusalem, will be responsible for developing the UNRWA institutional capacity to enhance strategic partnerships and strengthen resource mobilization and advocacy functions in support of the UNRWA mission. Partnerships will be built and strengthened with a number of key constituencies and partners such as donor Governments/communities, non-traditional partners (foundations), United Nations entities, civil society organizations and the private sector. Major duties of the incumbent will include strategic planning for partnership development; partnership-building activities; management of resource mobilization and external relations activities; and management of the division in terms of workplan preparation, performance monitoring and priority-setting;

(c) Financial Information and Systems Officer (P-4) will develop reporting formats to meet internal senior management and the external stakeholders' reporting requirements; validate proposed changes in conformity with United Nations Financial Regulations; review and specify reporting criteria; work as the focal point for the preparation of documents for donor meetings and advisory committees; prepare agency-wide responses to audit recommendations; and train users of the system. The incumbent will coordinate across departments to develop financial management reports to enhance financial transparency in all of the Agency's activities;

Brussels Liaison Office:

Senior Liaison Officer (P-4) located in Brussels will be responsible for strengthening and broadening relations with the European Union Member States at the level of capitals and European Union headquarters in Brussels; establishing contacts with European Union regions; enhancing recognition, awareness and appreciation of the UNRWA mandate, the nature of its work and role in the region; contributing to: (i) securing appropriate levels of funding from European Union Member States; (ii) increasing sustainability and predictability; and (iii) widening UNRWA funding sources.

Washington, D.C., Liaison Office:

In order to strengthen relations with the Agency's single largest bilateral donor and in the context of the Agency's chronic financial crisis, the Head of UNRWA Representative Office in Washington, D.C. (P-5) will be responsible for strengthening the Agency's relationship with the United States Government, civil society organizations with an interest in refugee issues, and other stakeholders. This includes: (i) maintaining closer contacts, liaising with and providing regular briefings and updates on UNRWA activities; (ii) responding, in writing or orally, to questions about the Agency's work; (iii) updating and informing key stakeholders on the UNRWA humanitarian and human development work;

(b) Deputy Head (P-4) of UNRWA Representative Office in Washington, D.C., will support the establishment of institutional relationships with relevant Washington-based United States Government and non-governmental entities and agencies, maintain and manage these relationships and further the Agency's reporting to its largest bilateral donor. She/he will also monitor, on a daily basis, relevant developments as they may impact UNRWA and, in conjunction with UNRWA headquarters, develop appropriate responses to help to inform stakeholders. In close cooperation with the Spokesperson and the Director of External Relations and Communications, the incumbent will also support the dissemination of information on the work of UNRWA.

Field Offices:

Five P-3 Security Officer posts (West Bank, Gaza, Jordan, Syrian Arab Republic and Lebanon field offices) would act as the country-level technical advisers and operational enablers to the UNRWA Field Directors. They would manage the security system to address the security and safety needs of international and area staff, and lead a team of local security officers and security guards to secure premises and assets. The field-based Security Officers will be expected to implement and manage the envisaged security management system for area staff, the main components of which are security risk assessments; induction of area staff; information-sharing on safety; emergency support; safety training; incident-reporting system and core-system management functions.

26.24 The proposed reclassification of posts is as follows:

(a) Upgrade three of the five Field Director posts (West Bank, Lebanon and Gaza) from D-1 to D-2 as they shoulder a relatively high level of responsibility. The Director of UNRWA field operations acts as the UNRWA representative in the West Bank/Lebanon/Gaza where she/he directs UNRWA programmes, operations and resources, including education, health, relief and social services, and microfinance. Field Directors have considerable levels of delegation of authority in planning, needs assessment, conceptualizing and implementing programmes and projects at the field level. They operate in highly complex and volatile environments;

(b) Reclassification of the post of Director, Finance, from D-1 to D-2 is proposed as the incumbent oversees the entire financial management of the Agency, including emergency appeals totalling over $1.8 billion per biennium; oversees the management of the Agency's Provident Fund for area staff with a current balance of more than $1 billion; acts as principal financial adviser to the Commissioner-General, Deputy Commissioner-General and Field and Department Directors; participates in the development of organizational directives and related policies; directs and controls the financial management of the Agency; represents the Agency in inter-agency and external meetings dealing with budgets and finance; supervises Headquarters staff responsible for managing the Agency's budget and finance, treasury and the provident fund; and provides technical guidance to field finance staff;

(c) The reclassification of the Head of Safety and Security from P-4 to P-5 is proposed. The incumbent would act as the high-level policy adviser to the Commissioner-General, establish a security management system to address the safety needs of 30,000 staff, and lead a team of security officers to ensure staff safety and enable safe and sustainable programme delivery. The incumbent would be expected to develop and deliver the current working outline for a security management system for area staff. The main components of the envisaged system include security risk assessments; induction of area staff; information-sharing on safety; emergency support; safety training; incident-reporting system and core-system management functions.

Table 26.9 **Summary of follow-up action taken to implement the relevant recommendations of oversight bodies**

Brief description of the recommendation	*Action taken to implement the recommendation*
United Nations Board of Auditors (A/65/5/Add.3)	
The Board recommended that UNRWA (a) allocate areas of responsibility with regard to the preparation and review of financial statements; and (b) maintain evidence that supports its monitoring of compliance with year-end closure instructions (para. 36).	This is to be addressed in the mid-biennium closure of accounts. During 2010, the system-generated financial statements were implemented. The responsibility is segregated between Headquarters and fields. The process of preparation, review and approval is introduced before the Director of Finance finally approves it.
The Board recommended that UNRWA strengthen its controls regarding the preparation and review of its financial statements (para. 40).	Additional review and control mechanisms will be implemented during and after the mid-biennium closure. In addition, a monthly closure of accounts on working day 5 of the next month has been introduced. During the month end, all necessary reconciliations are prepared and reviewed.
The Board recommended that UNRWA correct the classification of $20.1 million from contributions receivable under regular funds — earmarked to regular funds — unearmarked (para. 47).	During the current biennium, a journal entry was made to reclassify the contributions from regular funds — earmarked to regular funds — unearmarked.
The Board recommended that UNRWA (a) implement adequate processes to record and capture outstanding pledges; (b) conduct regular review of outstanding pledges in order for the Agency to keep track of long-outstanding pledges; and (c) implement processes to review the listings of pledges compiled outside the financial management system (para. 51).	Under implementation and review by the Finance Department. Integration of accounts receivable module to automatically record outstanding pledges is under implementation. A monthly monitoring and reviewing of outstanding pledges has been implemented and included in the monthly close of accounts activities.
The Board recommended that UNRWA revise its disclosure notes to its financial statements to include information on account balances affected by the change in accounting policy (para. 54).	This will be dealt with as part of the International Public Sector Accounting Standards (IPSAS) implementation. It is taken care of at each IPSAS policy level. Implementation is targeted for 1 January 2012. There is no change to the accounting policy during the mid-biennium closure.
The Board recommended that UNRWA implement adequate cut-off procedures to ensure all transactions relating to the reporting period are accounted for (para. 59).	Reconciliation was prepared and explained to the Board during the current planning audit which took place in April of 2011. The Board agreed and accepted the reconciliation procedures.

Brief description of the recommendation	*Action taken to implement the recommendation*
The Board recommended that UNRWA revise note 14.3 to the financial statements to correctly reflect transactions that have occurred (para. 63).	Reconciliation was prepared and explained to the Board during the current planning audit in April 2011. The Board agreed and accepted the reconciliation procedures.
The Board recommended that UNRWA (a) implement procedures to ensure that amounts disclosed in the financial statements are fully supported by relevant schedules and that old obligations are treated in accordance with the United Nations system accounting standards; and (b) strengthen its validation process for unliquidated obligations (para. 78).	UNRWA agreed with the Board's further recommendation to consider adequate procedures to enable it to have assurance regarding the accuracy of balances included in its financial statements. Instructions have been issued to implement the proper control mechanism to review and to ensure that the commitments are genuine and valid. This will be strictly monitored during closure of mid-biennium. Thorough reviews of all outstanding unliquidated obligations are conducted by the Finance Department at month/year end. This task has been added as a regular activity in the monthly close of accounts.
The Board recommended that UNRWA consider adequate procedures to enable it to have assurance regarding the accuracy of balances included in its financial statements (para. 79).	Instructions have been issued to implement the proper control mechanism to review and to ensure that the commitments are genuine and valid. This will be strictly monitored during closure of mid-biennium.
The Board recommended that UNRWA enhance controls over the review of construction completion reports and subsequent sign-off for certification purposes (para. 81).	The signed-off construction reports were produced for the Board during the current planning audit in April 2011.
The Board recommended that UNRWA disclose the liabilities for repatriation grant and leave pay encashment in its financial statements (para. 92).	Not accepted. United Nations New York pays UNRWA international staff costs and the liabilities are included in the United Nations financial statements. No action to be taken at UNRWA level.
	UNRWA will review the list of project staff liability to be included in the financial statements. With regard to the international staff paid by the United Nations, a separate disclosure will be made in the financial statement.
The Board recommended that UNRWA adopt a policy covering the management of all projects that, inter alia, set out the responsibilities of all role players, as well as the competencies and training they required (para. 101).	A draft Project Management Handbook has been completed and is undergoing an intensive participatory review process.

Brief description of the recommendation	*Action taken to implement the recommendation*
The Board recommended that UNRWA establish a system to record and apply lessons learned in project implementation (para. 102).	UNRWA agreed with the Board's recommendation to establish a system to record and apply lessons learned in project implementation. A draft Project Management Handbook has been completed and is undergoing an intensive participatory review process.
The Board recommended that UNRWA update the project procedures manual, with input from the field offices, and benchmark it against best practice and international standards (para. 103).	UNRWA agreed with the Board's recommendation to update the project procedures manual, with input from the field offices, and benchmark it against best practice and international standards. A draft Project Management Handbook has been completed and is undergoing an intensive participatory review process.
The Board recommended that UNRWA liaise with field offices to implement the project management support required by them (para. 104).	UNRWA agreed with the Board's recommendation to liaise with field offices to implement the project management support required by them. A draft Project Management Handbook has been completed and is undergoing an intensive participatory review process.
The Board recommended that UNRWA implement suitable control mechanism to review purchase orders on a regular basis and follow up long-outstanding purchase orders (para. 111).	Since June 2010, the UNRWA Gaza field office has also been able to coordinate the entry of several items into Gaza which was denied entry for significant periods of time, thereby allowing a goods received note to be issued and the procurement process completed. The Gaza field office has developed a comprehensive mechanism by which it tracks the coordination of entry of procured items, thereby enabling it to bring individual items awaiting coordination to the attention of the Government of Israel in regular meetings. In parallel, the Gaza field office has significantly strengthened its review and follow-up procedures for all purchase orders for goods and services.
The Board recommended that the Jordan field office consider measures to enable it to comply with the requirement of UNRWA policies and procedures regarding the raising of purchase orders before the goods are delivered (para. 114).	The UNRWA procurement and inventory management system, as currently configured, does not support the auditors' request. The Jordan field office is investigating the best system solution with the procurement and inventory management system technical support team.

Brief description of the recommendation	*Action taken to implement the recommendation*
The Board recommended that UNRWA maintain a consolidated asset register to ensure accountability for its property (para. 134).	All prerequisite activities have now been finalized such as land and building survey and evaluation, data collection for the roll-out of the fixed assets module in Ramco with training and system preparation for the first quarter of 2011 and the launch in the second quarter of 2011.
The Board recommended that UNRWA comply with implemented procedures to perform a physical verification of the existence of assets and the contribution of assets and investigate and adjust for variances (para. 141).	In May 2010, UNRWA commenced a comprehensive physical check for all assets available at UNRWA installations across the Gaza Strip. The opening balance of assets for the Gaza field office was 16,326. At the end of the audit, a total of 18,448 assets had been identified. In addition, the Gaza field office staff checked 747 assets at Gaza headquarters, bringing the total assets to 19,195. 1,803 of the assets had been newly procured but not registered. Locator cards were issued and all of the assets were added to the assets registration record. A further 351 locator cards were issued for assets that were in use but not registered. The Gaza field office discovered that 1,677 assets had been moved without notification, and the Field Procurement and Logistics Office reinforced to all Departments the importance of notifying movement of assets (see below). The Gaza field office also took action to remove from the register 10 assets registered at the old Carpentry Production Unit, which was closed down in 2008, 4 assets still registered at the former Beach Club, which was destroyed in 2006 and 21 assets at community-based organizations, which had been taken over by the de facto authorities.
The Board recommended that UNRWA (a) improve its periodic inventory count procedures to address the discrepancies between the procurement and inventory management system and actual quantities in the warehouse floor; (b) implement procedures to ensure all items received into the warehouse are recorded in the procurement and inventory management system in a timely manner; and (c) comply with the Manual on Supply Procedures in the recording and storage of inventory (para. 161).	Management believes that the procurement and inventory management system report used may have been out of date at the point that the stock was counted; there are frequent deliveries to and issues from the warehouses and unless the report was printed at the same hour the count was done, differences would be likely to arise. We also note the Board's comment that no documentary evidence was provided to support stock inventory movements, but UNRWA staff at the Main Warehouse report that a list of inventory transactions for the relevant dates was given to the audit team at the time

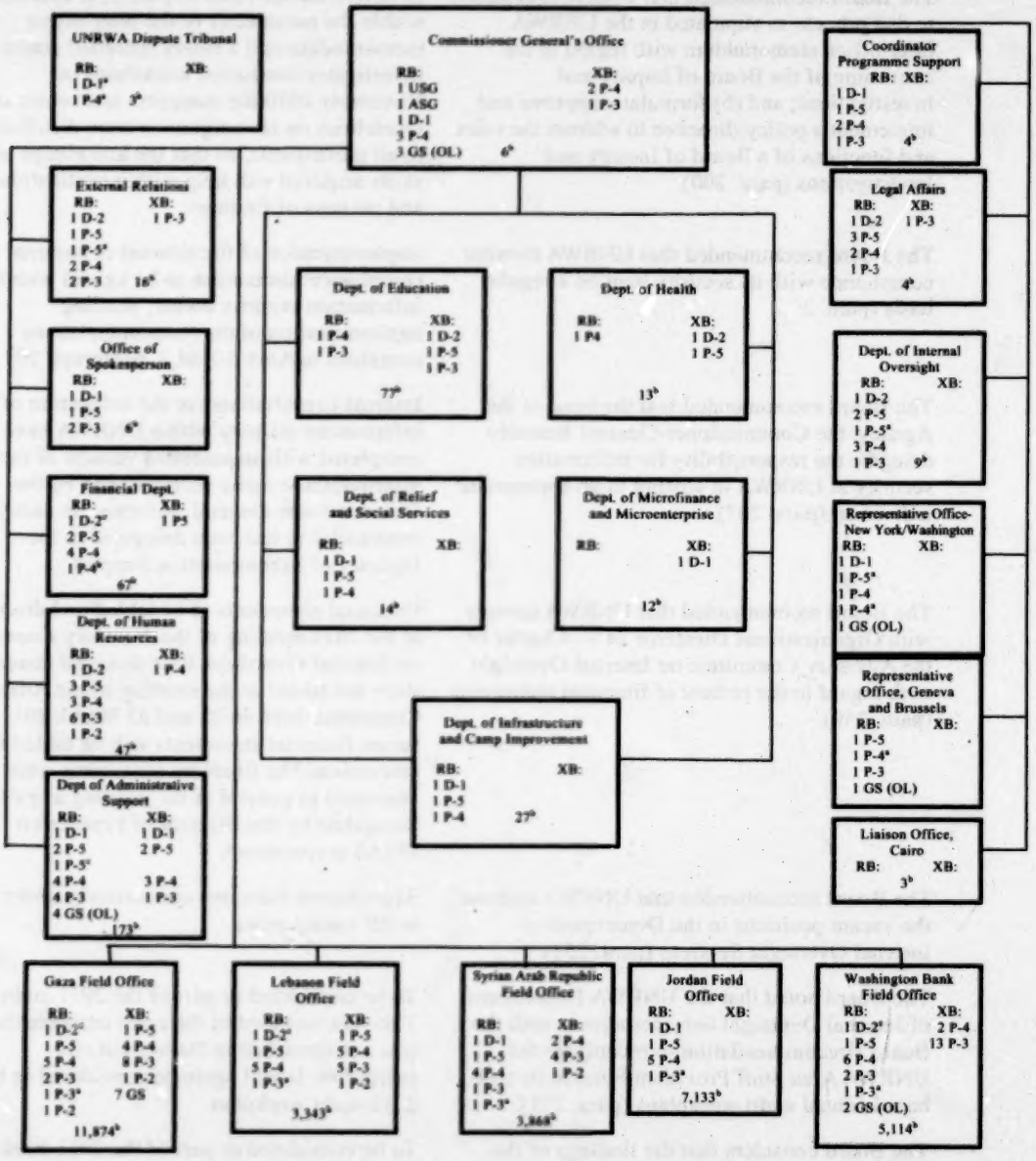
Brief description of the recommendation	*Action taken to implement the recommendation*
	requested. If the Board wishes to provide the auditors' count sheets, UNRWA can perform a reconciliation of the discrepancies to help resolve this issue.
The Board recommended that UNRWA (a) fully implement the human resource plan; (b) implement procedures to monitor/address the vacancy rate (para. 169).	UNRWA had adopted a comprehensive workforce strategy, details of which had been endorsed by the Management Committee. The strategy included workforce planning at headquarters and in the field locations, in conjunction with the programme management and budgetary cycles. Planning tools for programme management have been developed (field implementation plan/headquarters implementation plan) and workforce planning is closely aligned but not yet fully integrated owing to the absence of integrated information management and reporting systems. For international staff, an annual report with workforce analysis and recommendations for future planning is presented to the senior management. Vacancy rate: The filling of area staff posts is influenced not only by the Agency's medium-term strategy and plans outlined in the field and headquarters implementation plans, but also by the recent programme reviews and the Agency's funding situation. In 2009 and 2010, the Agency faced a funding shortfall throughout, and fields had to make contingency plans for staff reductions. Likewise at headquarters, Amman, the savings generated by not filling posts were an important element in the austerity planning. The Agency faces recruitment and retention challenges as a result of funding constraints in several occupational areas, in particular health, engineering, information technology and procurement. These recruitment and retention challenges remain even after a number of salary adjustments in 2009 and 2010. A number of measures to improve staff conditions of service have been implemented to counter the Agency's disadvantaged position in some labour markets as a result of low salaries. The measures include: increased annual leave, paternity leave, flexible arrangements for Haj leave and family emergencies, more training

Brief description of the recommendation	*Action taken to implement the recommendation*
	opportunities, and improved separation benefits. More flexible early voluntary retirement benefits, introduced in 2009, will assist the Agency in dealing with possible retrenchment in case the funding situation requires a reduction in the workforce. In addition, the Agency is currently reviewing its classification and compensation system.
The Board recommended that UNRWA develop human resources plans for its field offices taking into account the human resource management strategy (para. 170).	UNRWA had adopted a comprehensive workforce strategy, the details of which had been endorsed by the Management Committee. The strategy included workforce planning at headquarters and in the field locations, in conjunction with the programme management and budgetary cycles. Planning tools for programme management have been developed (field implementation plan/headquarters implementation plan) and workforce planning is closely aligned but not yet fully integrated owing to the absence of integrated information management.
The Board recommended that UNRWA compile personal development plans for the rest of its staff as part of the performance appraisal process (para. 179).	Implemented for international and area staff grade 16 and above; to be implemented for the rest of the Agency by 2011. The e-PER appraisal system was rolled out with effect from 12 March 2009 and requires that all international staff and area staff grade 16 and above include a personal development plan. The performance management reform under way will extend that concept to all staff. A new and comprehensive performance management policy has been finalized, including components of staff development, and human resources (succession) planning. The policy and implementation plan (starting school year 2010-2011 for education staff) was endorsed by the Advisory Committee on Human Resources in March 2010. Area staff: In March 2010, the Commissioner-General approved a new results-based performance management policy for area staff. The comprehensive policy includes components of staff development and human resources succession planning and pays particular attention to documenting and

Brief description of the recommendation	*Action taken to implement the recommendation*
	addressing weak performance and publicly recognizing best performance. Agency-wide implementation for teaching staff has begun in March 2010 in line with the field implementation plan cycle and school year cycle 2010-2011. It is foreseen to have all area staff included in the new performance management system by end 2012. International staff and senior area staff: Performance management for international staff and senior area staff (grade 16 and above) is currently managed as per International Staff Personnel Directive I/112.6/15 (1 April 1981), with performance evaluation reports normally made at the end of each year of service. A new electronic performance evaluation report (fillable PDF) was launched in October 2008 as an interim measure. The e-PER includes an enhanced focus on improving performance through discussion and feedback, the setting of performance goals and workplans, creating a link with staff development, introducing a midterm review and end-of-year review, and also introducing a self-appraisal by staff at the end of the review period. As part of the new results-based performance management approach Agency-wide endorsed by the Commissioner-General in March 2010 and described above, the Department of Human Resources will also issue a new performance management policy for international staff as of calendar year 2012.
The Board recommended that UNRWA further develop the Agency-wide risk assessment exercise and formulate cost-effective responses to risks identified (para. 198).	A register of strategic-level Agency-wide "Top risks" has been established. Field offices and departments are in the process of developing their respective risk registers and mitigation plans, which, as applicable, will reflect the risks included in the "Top risks" register. The registers and mitigation plans will be reviewed and updated, as required. All headquarters/field registers and mitigation plans received during the first quarter are to be reviewed in the second quarter of 2011 for interdependence and follow-up action.

Brief description of the recommendation	*Action taken to implement the recommendation*
The Board recommended that UNRWA (a) adhere to due process as stipulated in the UNRWA inter-office memorandum with regard to the convening of the Board of Inquiry and Investigations; and (b) formulate, approve and implement a policy/directive to address the roles and functions of a Board of Inquiry and Investigations (para. 200).	UNRWA, Syrian Arab Republic, is operating within the parameters of the inter-office memorandum and a newly recruited senior investigator conducted workshops in November 2010 for managers and senior staff. Guidelines on investigations were distributed to all participants, so that the knowledge and skills acquired will help with investigations and reviews of findings.
The Board recommended that UNRWA monitor compliance with its security plan on a regular basis (para. 206).	Implementation of the internal or external compliance mechanism to be agreed with the information security owner, pending implementation of the recommendations contained in A/65/5/Add.3, paragraph 207.
The Board recommended that the head of the Agency, the Commissioner-General formally delegate the responsibility for information security at UNRWA in writing to an appropriate individual (para. 207).	Internal consultations on the delegation of the information security within UNRWA have been completed with an amended version of the information security policy issued by the Commissioner-General. Information security responsibility has been delegated to the Director of Administrative Support.
The Board recommended that UNRWA comply with Organizational Directive 24 — Charter of the Advisory Committee on Internal Oversight with regard to the review of financial statements (para. 250).	Financial statements to be tabled and discussed at the 2011 meeting of the Advisory Committee on Internal Oversight. Past financial statements were not tabled at the meeting of the Advisory Committee held on 22 and 23 March 2011, but future financial statements will be tabled for discussion. The financial statements were discussed in general at the meeting as part of the update by the Director of Finance on IPSAS preparations.
The Board recommended that UNRWA address the vacant positions in the Department of Internal Oversight Services (para. 253).	Recruitment exercises are currently under way to fill vacant posts.
The Board noted that the UNRWA Department of Internal Oversight Services agreed with the Board's recommendation to reconsider the UNRWA Area Staff Provident Fund in its risk-based annual audit workplans (para. 271).	To be considered as part of the 2011 audit plan. This was included in the audit universe though was not identified in the highest risk categories. It will again be considered in the 2012 audit workplan.
The Board considers that the findings of the Department of Internal Oversight Services highlighted above reflect deficiencies in the areas concerned and the Board underscores the need for UNRWA to address those deficiencies (para. 287).	To be considered as part of the 2011 work activities of the Department of Internal Oversight Services. The strategic plan of the Department outlines the improvements which have been started and will continue regarding risk assessment, audit planning, field work, reporting and follow-up.

United Nations Relief and Works Agency for Palestine Refugees in the Near East
Organizational structure and post distribution for the biennium 2012-2013



Note: There are 75 international posts that are funded through extrabudgetary resources.

Abbreviations: USG, Under-Secretary-General; ASG, Assistant Secretary-General; RB, regular budget; XB, extrabudgetary; GS, General Service; OL, Other level.

[a] New posts.

[b] Local posts.

[c] Reclassification.

Annex

Outputs produced in 2010-2011 not to be carried out in the biennium 2012-2013

A/64/6, paragraph	*Output*	*Quantity*	*Reason for discontinuation*
A long and healthy life (formerly "Health")			
25.16 (a)	Ten self-evaluations/surveys to assess system performance and outcomes of care provided	1	This output has been redefined and consolidated under the output (g) of the subprogramme "A long and healthy life"
25.16 (c)	Treatment for dental and periodontal problems for 700,000 refugees each year and screening for dental caries and other oral health problems for more than 250,000 children and pregnant women	1	As the subprogramme "A long and healthy life" is moving towards preventive measures, dental and periodontal treatment is expected to decrease and be discontinued over time
25.16 (f)	Conducting of 10 programme management meetings on improvement of health system performance, to be followed up through appropriate tracking systems	1	Meetings have been discontinued due to budget constraints
25.16 (g)	Streamlining of four multidisciplinary activities addressing gender equality, life-skills education, psychosocial support and child disabilities within UNRWA programmes, on education, health and social services	1	These issues are part of the overall orientation and have now been reflected in the strategy (c) of the subprogramme "A long and healthy life"
25.16 (h)	Holding of negotiations and joint working committee meetings for the development of joint initiatives with host authorities	1	This output has been reflected as strategy (b) of the subprogramme "A long and healthy life" so that partnerships are an integrated approach to all outputs of the subprogramme
25.16 (i)	Administration of 1 million doses of vitamin A supplementation each year to 80,000 nursing mothers, 300,000 preschoolers and 300,000 schoolchildren and provisions of iron supplements to more than 90,000 pregnant women and 240,000 children between 6 and 36 months of age	1	This output has been integrated under two outputs of the subprogramme "A long and healthy life" concerning UNRWA beneficiaries: (1) provision of care for pregnant and nursing women under output (b) and (2) provision of infant and child health care under output (c)
25.16 (j)	Monitoring, counselling and issuance of modern contraceptives to more than 110,000 family-planning clients	1	This output has been reworded and integrated under the output (b) of the subprogramme "A long and healthy life" (Comment: only minor rewording has been done)
25.16 (k)	Monitoring of 250,000 children under 3 years of age for growth and development, and screening and treatment for anaemia	1	This output has been reworded and integrated under the output (c) of the subprogramme "A long and healthy life" (Comment: only minor rewording has been done)

A/64/6, paragraph	*Output*	*Quantity*	*Reason for discontinuation*
25.16 (l)	Provision of in-service training for more than 6,000 staff-days each year for the various medical, nursing and support personnel in order to upgrade/increase their knowledge and skill on implementation of technical guidelines and approved intervention strategies and provision of postgraduate training opportunities in public health	1	This output has been reworded and integrated under the output (e) of the subprogramme "A long and healthy life"
25.16 (p)	Provision of five in-service training courses for medical and nursing staff for orientation on the new management health information system	1	This output has been consolidated under the output (f) of the subprogramme "A long and healthy life" regarding further development of the health information management system
25.16 (q)	Provision of information technology equipment for implementation of the new system to cover all health centres in the five offices	1	This output has been consolidated under the output (f) of the subprogramme "A long and healthy life" regarding further development of the health information management system
25.16 (s)	Provision to camps in Jordan and the West Bank of additional vehicles and containers for the mechanization of solid waste collection and disposal	1	This output will be achieved during the biennium 2010-2011. No additional vehicles and containers will be provided in 2012-2013
25.16 (w)	Treatment of 150,000 patients suffering from acute and other life-threatening conditions who cannot be managed at the primary health-care level, in contracted hospitals or through reimbursement schemes	1	This service is an outsourced service currently provided by host authorities and private sector hospitals. As this is not an output of UNRWA, reporting has been discontinued
25.16 (x)	Screening for breast cancer for women over 50 years of age and screening for cervical cancer for those between 35 and 45 years of age at UNRWA health centres	1	This output has been consolidated under the output (d) of the subprogramme "A long and healthy life" regarding non-communicable diseases
	Subtotal:	**14**	
Acquired knowledge and skills (formerly "Education")			
25.14 (b)	Upgrading teaching and training skills of 2,000 teachers, head teachers and other education staff	1	This output has been reworded under output (c) of the subprogramme "Acquired knowledge and skills" to reflect the new strategy for professional development adopted by the Agency
25.14 (c)	Provision of counselling and career guidance for Palestine refugee students to enable 3,000 graduates to secure jobs abroad	1	This output has been moved and slightly reworded. It is now output (g) of the subprogramme "A decent standard of living" (Comment: The main change is that it was moved to another subprogramme)
25.14 (d)	Provision of pre-service teacher training to 3,000 potential teachers	1	This output is now consolidated with output (c) of the subprogramme "Acquired knowledge and skills" to reflect the new strategy for professional development adopted by the Agency

A/64/6, paragraph	*Output*	*Quantity*	*Reason for discontinuation*
25.14 (f)	Provision of technical and vocational training to 8,000 students	1	This output has been moved and slightly reworded. It is now output (f) of the subprogramme "A decent standard of living" (Comment: The main change is that it was moved to another subprogramme)
25.14 (g)	Adaptation of all vocational training programme syllabuses to reflect changing market demands	1	This output has been moved and slightly reworded. It is now output (h) of the subprogramme "A decent standard of living" (Comment: The main change is that it was moved to another subprogramme)
25.14 (h)	Harmonization of all curricula for the Agency's general and technical education programmes with those offered by the respective host authorities	1	Reporting for this output has been discontinued as this is now an input and consolidated under outputs (a) of the subprogramme "Acquired knowledge and skills" and (f) of the subprogramme "A decent standard of living"
	Subtotal:	**6**	
A decent standard of living (formerly "Relief and social services")			
25.18 (c)	Provision of certified training in generalist social work approaches and methodologies to relief and social services social workers in the field	1	**This output has been achieved as training has been provided to social services social workers in the field**
25.18 (d)	Provision of credit through community-based organizations to disadvantaged refugees	1	This output has been reworded and consolidated under the output (n) of the subprogramme "A decent standard of living" on strengthening capacities of community-based organizations
25.18 (e)	Provision of credit to women through group guaranteed and individual lending schemes	1	This output has been reworded and consolidated under the output (n) of the subprogramme "A decent standard of living" on strengthening capacities of community-based organizations
25.18 (f)	Provision of rehabilitation services to persons with disabilities	1	This output has been reworded and consolidated under the output (a) of the subprogramme "A decent standard of living" as a direct support provided to beneficiaries under the social safety net programme
25.18 (h)	Provision of targeted support for civic, recreational and sports activities for refugee children and youths, including those with disabilities	1	This output has been reworded and consolidated under the output (a) of the subprogramme "A decent standard of living" as a direct support provided to beneficiaries under the social safety net programme
	Subtotal:	**5**	

A/64/6, paragraph	Output	Quantity	Reason for discontinuation
(formerly "Microfinance and microenterprise")			
25.20 (a)	Disbursement of 74,600 business loans valued at $91 million in the West Bank, the Gaza Strip, Jordan and the Syrian Arab Republic through the small-scale enterprise and microenterprise credit programmes	1	This output has been moved and consolidated under the output (c) of the subprogramme "A decent standard of living" for 2012-2013
25.20 (b)	Disbursement of 2,400 housing loans valued at $12 million in the West Bank, the Gaza Strip, Jordan and the Syrian Arab Republic	1	This output has been moved and consolidated under the output (c) of the subprogramme "A decent standard of living" for 2012-2013
25.20 (c)	Disbursement of 33,000 consumer loans valued at $23 million in the West Bank, the Gaza Strip, Jordan and the Syrian Arab Republic	1	This output has been moved and consolidated under the output (c) of the subprogramme "A decent standard of living" for 2012-2013
25.20 (d)	Provision of business training courses in the Gaza Strip to support small businesses and encourage entrepreneurship	1	This output has been integrated into the output (c) of the subprogramme "A decent standard of living" as training is provided as part of the conditionality for the business loans
	Subtotal:	**4**	
	Total	**29**	